

PROJECT STATUS REPORT

Merchandising Business System (MBS)
Washington State Liquor Control Board (WSLCB)

Report as of Date:
November 2001

Project Director: Diane Perry
MOSTD Staff: Andy Marcelia

Executive Sponsor: Merritt Long

Description: The 2001 Washington State Legislature authorized the WSLCB to replace their Point of Sale (POS) software with a commercially available product capable of procurement (timely sales and marketing data), distribution (electronic tracking of shipping and handling), wholesale and special orders, and point of sale in the 157 state liquor stores. The project also includes implementation of data mart software to access MBS information.

The WSLCB plans to select a vendor through a request for proposal process. They will seek a package with a strong match to their requirements and adapt their business practices to avoid modification to maintain a 'vanilla' system. The vendor of the package will provide project management support for the project. The WSLCB staff will work closely with the vendor to ensure knowledge transfer occurs during the project.

Budget: The budget for this project is \$4,802,720.

Background: Today, the WSLCB is operating a \$447 million per year operation on fifteen-year-old POS software. The system was written in-house using a language that has not been supported by the vendor (Microsoft) for over 10 years. Besides being extremely out of date, the system is very unreliable and fragile, having crashed twice in the past year. This has disrupted service in the retail stores, impacted customers, and required agency resource reallocations until the problems were fixed. Also, due to the age of the system, it is extremely difficult to locate qualified technicians to maintain and fix the system.

Status: The project issued a Request for Quote and Qualifications for a vendor to develop requirements definitions to create a design document that identifies the necessary requirements for the Merchandising Business System (MBS) and develop a Request for Proposal for the MBS project. Seven vendors responded with proposals and a selection team unanimously selected Jefferson Wells International as vendor. The vendor has similar experience with the liquor board for Ontario, Canada.

This effort is divided into three phases.

Phase I - Requirements Study ("As Is" and "To Be").

*Estimated Completion Date: January 10, 2002.

Phase II - Develop Request For Proposal (RFP).

*Estimated Completion Date: January 31, 2002.

Phase III – Manage and Evaluate Vendor Responses.

*Estimated Completion Date: April 1, 2002.

A contractor is expected to be engaged by April 30, 2002.

The requirements statement will be a major part of the criteria for identifying the successful vendor for the MBS. The WSLCB would like to release the request for proposal for the MBS product and vendor by February 2002 and announce a product/implementation vendor by April 2002.

Recommendation: As the project team develops detailed project plans, it needs to identify who will be providing quality assurance reporting to the WSLCB executive sponsor and DIS.